



# COD Processing Update

July 15, 2011

## NEWS/UPDATES

- **Default Prevention Information - New Default Prevention Resource Information Web Page (07/15/11)**

Federal Student Aid is committed to assisting schools with efforts that educate students about their loan repayment obligation, encourage successful repayment, and address delinquent repayment when it occurs. By employing evaluation, prevention, and outreach activities, schools can work in advance to reduce the risk of default by their students. Ultimately, this intervention will assist schools in managing their cohort default rates.

As part of its commitment, Federal Student Aid has developed a new Default Prevention Resource Information Web page on the Information for Financial Aid Professionals (IFAP) Web site.

For complete information about the New Default Prevention Resource Information Web page, refer to [the July 14, 2011 Electronic Announcement](#) on the IFAP Web site.

- **Direct Loan and FFEL Interest Rates Effective July 1, 2011 (07/15/11)**

On July 15, 2011, Federal Student Aid posted an Electronic Announcement that provides a summary of Direct Loan and Federal Family Education Loan (FFEL) borrower interest rates that will be effective beginning July 1, 2011.

For complete information, refer to [the July 15, 2011 Electronic Announcement](#) on the Information for Financial Aid Professionals (IFAP) Web site.

- **Loan Servicing Information - Transition to New Direct Loan Servicing Center (ACS) System and Web Sites Planned for Fall 2011 (Update #2) (7/14/11)**

Federal Student Aid previously informed the community that the Direct Loan Servicing Center (ACS), one of the Department of Education's five federal loan servicers, plans to transition to a new loan servicing system in fall 2011. In addition to the new system, the Direct Loan Servicing Center (ACS) will launch new Web sites for schools as well as William D. Ford Federal Direct Loan (Direct Loan) borrowers and Teacher Education Assistance for College and Higher Education (TEACH) Grant recipients. In a July 14, 2011 Electronic Announcement, Federal Student Aid provides information about an upcoming Direct Loan Borrower/TEACH Grant Recipient E-mail Campaign.

For complete information about the transition, refer to the [July 14, 2011 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site.

- **Introducing the Federal Loan School Support Team (7/14/11)**

On July 14, 2011, we posted an Electronic Announcement introducing the Federal Loan School Support Team (FLSST). This dedicated team of Federal Student Aid staff will enhance the administration of federally-owned loans by providing assistance to schools and soliciting feedback about processing experiences, from origination through repayment.

For complete information about the Federal Loan School Support Team, refer to the [July 14, 2011 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site.



- **Additional COD System Implementation for 2011-2012 Award Year – Foreign School Specific Changes (07/08/11)**

As explained in a [June 30, 2011 Electronic Announcement](#) posted on the Information for Financial Aid Professionals

(IFAP) Web site, during the period July 8-9, 2011, Federal Student Aid will implement additional Common Origination and Disbursement (COD) System functionality that supports processing for the 2011-2012 Award Year.

In a [July 7, 2011 Foreign School Update](#), Federal Student Aid explains changes that are specific to foreign schools, which will also be implemented with this COD System release. It is important that you read the information in both the announcement and this update.

For complete details, please refer to the [Foreign School Update](#) on the Foreign School Information page.

- **Additional 2009-2010 Direct Loan Program Year Closeout Information (07/07/11)**

An [Electronic Announcement](#) was released to schools from the COD School Relations Center on July 7, 2011 and is posted on the Information for Financial Aid Professionals (IFAP) Web site. This announcement is the third in a 3-part series of Direct Loan closeout announcements that informs schools of the closeout deadline for the 2009-2010 Program Year.

If you would like to be added to or removed from the Direct Loan Electronic Announcement distribution list, please submit an e-mail to [CODSupport@acs-inc.com](mailto:CODSupport@acs-inc.com) with the subject line of “DL Electronic Announcement Distribution”.

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## CURRENT ISSUES

### ALL PROGRAMS

#### **LOG ID Error When Completing Batch or Person Search by SSN (07/15/11)**

Federal Student Aid has determined that some users are intermittently receiving an error message after completing a batch or person search by SSN. When a user clicks on the “Accepted/Rejected” link from search result list, the user may receive a blank page or the following error message: “An unexpected error has occurred. Please contact your administrator if the problem persists. Log ID: CODS#####.” This message may also be received when a user clicks on the left-hand navigation links on the Person Information screen.

Federal Student Aid is aware of the issue and is working on a fix for it. Full resolution is expected by July 15, 2011. If you have additional questions, contact the COD School Relations Center.

#### **Receipt Files (CRRC) Returning Incorrect Value in Namespace Tag (07/12/11)**

Federal Student Aid has determined that part of the value being returned in the <Namespace> tag of receipt files (CRRCxxOP) is incorrectly truncated and does not include the final “.xsd”. This error has occurred since Saturday, July 9, 2011. As a result, some schools may be unable to import the receipt files.

Federal Student Aid plans to correct the issue on July 15, 2011. In the meantime, a school can manually add the “.xsd” before importing the receipt file. Alternatively, the school can contact the COD School Relations Center to have the receipt file resent once the issue is corrected.

Federal Student Aid apologizes for any inconvenience this issue may have caused. If you have additional questions, contact the COD School Relations Center.



## **COD Web site Returning Errors When Updating Person Information (07/12/11)**

Federal Student Aid has identified an issue when schools attempt to update person information via the COD Web site. Specifically, when a user is updating person information, the Award list defaults to an award from a “closed” Award Year.

When attempting to submit the updated information, a user will receive an error message stating, “Updates are not allowed for this School and Award Year, either because the Award Year is closed and the School is not in extended processing or because FSA has confirmed closeout. If you have any questions, please contact COD Support. Please select a different Award for this person or select cancel.”

To update person information a user must first select an award from the current Award Year from the Award list. Federal Student Aid is working to resolve this issue and will provide updates as more information becomes available.

We apologize for any inconvenience this issue may cause schools. If you have any questions contact the COD School Relations Center.

## **DIRECT LOANS**

### **RESOLVED - Subsequent Direct PLUS Loan Request Issue- Some Borrowers Can’t Move to Step 2 [(05/20/11) Updated 07/13/11]**

In May 2011, Federal Student Aid identified an issue in which some borrowers were not able to complete a Direct PLUS Loan Request via the [StudentLoans.gov Web site](#). After completing the required information for Step 1 of the process and clicking “Continue,” the page reloaded, but did not advance to Step 2. The borrower received no error message and was then unable to complete the rest of the application.

The issue was limited to a small number of borrowers who had Driver’s License information with special characters accepted and stored on the COD System (the Driver’s License information was likely populated when

a Master Promissory Note was completed or when a Direct Loan award was submitted) and were then trying to complete a Direct PLUS Loan Request. During this time period, Federal Student Aid implemented an interim workaround to enable affected borrowers to complete their Direct PLUS Loan Requests.

Federal Student Aid has implemented a fix for this issue. Borrowers are now able to complete a Direct PLUS Loan Request via the [StudentLoans.gov Web site](#).

Federal Student Aid regrets any inconvenience to our StudentLoans.gov customers. If you have questions, contact the COD School Relations Center.

## **Financial Transaction Processing Issues and Impact to School Account Statement (07/08/11)**

On July 1, 2011, processing issues caused financial transactions, specifically drawdown adjustment transactions, to be duplicated and posted to the COD System in error. As a result, the Funding Information screen, the Cash Activity screen, and the Refunds of Cash screen on the COD Web site reflected inaccurate information for affected schools.

Federal Student Aid corrected the duplicate transactions on July 7, 2011.

These transactions will also be seen in the Direct Loan School Account Statement (SAS) and/or TEACH Grant SAS for the impacted schools. The duplicate transactions and any reversing transactions processed in the COD System during the month of July will appear in the July month-end SAS, to be generated the weekend of August 6, 2011. The duplicate transactions and reversals will appear in the monthly Cash Detail Section of the impacted report, but will have no net impact to the Ending Cash Balance for the month.

Schools impacted by this issue will also receive an e-mail with this same information.

Federal Student Aid apologizes for the inconvenience this issue may have caused.



## GRANTS

There are no Grant specific issues to report at this time.

## REMINDERS

### Impact on COD Processing July 17, 2011 (07/12/11)

Federal Student Aid is planning several system maintenance activities on July 17, 2011. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 3:00 A.M. until 11:00 A.M. (ET) due to its regular Sunday morning maintenance. These activities will result in outages of certain COD System functionality for a period of time.

An explanation of how these activities will impact COD System availability and processing follows below. Please review this information to determine if processing at your school will be affected.

### Extended COD System Maintenance

From 12:00 A.M. (ET) until 1:30 P.M. (ET) on Sunday, July 17, 2011—

- Users will not be able to submit or retrieve data via the [COD Web site](#).
- An individual will not be able to complete online Direct Loan Entrance Counseling, complete a new Master Promissory Note (MPN) electronically, complete a Direct PLUS Loan Request electronically, endorse a Direct PLUS Loan electronically or view loan correspondence via the [StudentLoans.gov Web site](#).
- An individual will not be able to complete TEACH Grant Initial and Subsequent Counseling, complete a new TEACH Grant Agreement to Serve (ATS), or retrieve an existing ATS via the [TEACH Grant Web site](#).
- Batches submitted by schools via the SAIG will be held or schools will receive an error message informing them that the SAIG is unavailable and

that the data must be transmitted at a later time.

### Contact Information

Federal Student Aid appreciates your patience and understanding as it completes this important activity. If you have any questions about the COD System, the StudentLoans.gov Web site, or the TEACH Grant Web site, contact the COD School Relations Center. If you have any questions about the SAIG, contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at [CPSSAIG@ed.gov](mailto:CPSSAIG@ed.gov).

### **COD Computer-Based Training (07/15/11)**

Federal Student Aid takes this opportunity to remind the community of the availability of the COD Computer-Based Training (CBT).

The COD CBT consists of component simulations and CBTs. The electronic files associated with each component, as well as information about downloading and navigating the COD CBT, are available on the Information for Financial Aid Professionals (IFAP) Web site. Under the “Tools for Schools” section on the home page, click on [COD Computer-Based Training](#).

### **Sending Addresses for U.S. Territories and Foreign Countries on the Common Record or the COD Web site (07/15/11)**

When submitting student or borrower addresses or address changes to the Common Origination and Disbursement (COD) System, it is important that the correct tags are used, particularly when the student or borrower address is located in a U.S. Territory or Foreign Country. If these addresses are not submitted correctly, important correspondence from the COD System and the federal loan servicers is delayed or not received.

- When a student or borrower address is located in a U.S. Territory it is considered a domestic address. Do not submit a Country Code.



- When a student or borrower address is located in a Foreign Country, it is treated as a foreign address.

See below for the correct procedures for submitting U.S. Territories and Foreign Country addresses via the Common Record batch submission or COD Web site.

### Submitting Addresses for U.S. Territories and Foreign Countries via the Common Record

When creating or updating a person record via the Common Record batch submission, a school should send the address block with the following tags:

Schema Version	Included Tags for Domestic Address, including U.S. Territories	Excluded Tags for Domestic Address, including U.S. Territories	Included Tags for Foreign Addresses
3.0c or 3.0d	<AddressLine> <City> <StateProvinceCode> <PostalCode>	<StateProvince> <CountryCode>	<AddressLine> <City> <StateProvince> (Optional) <PostalCode> (Optional) <CountryCode>

### Submitting Addresses for U.S. Territories and Foreign Countries via the COD Web site

When creating or updating a person record on the COD Web site, a school should select the U.S. Territory from the dropdown box in the State/Province field. A school should select the Country field as "Blank".

A complete list of State Codes (including U.S. Territories), Jurisdictions, and Country Codes are provided in Volume VI, Section 4 of the [2010-2011 COD Technical Reference](#). If you have questions about this information, contact the COD School Relations Center.

### 2011-2012 COD System Peak Processing Reminders (6/20/11)

In late June 2011, we will begin another peak processing period for the 2011-2012 Award Year.

In [a June 17, 2011 Electronic Announcement on the IFAP Web site](#), Federal Student Aid provides COD System peak processing reminders to assist schools with planning and processing.

Thank you for your patience and understanding during this peak processing period.